Louisiana State University Health Sciences Center
New Orleans

La Carte Program

User’s Guide

**Purchasing Card Policies and Procedures**



March 2014

**http://www.lsuhsc.edu/administration/supplychain/la\_carte\_card\_\_p-card.aspx**

**LSU Health Sciences Center**

**La Carte Purchasing Card Program**

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**1. Introduction and purpose**

Welcome to the LSU Health Sciences Center **La Carte Purchasing Card Program**. The purchasing card, known as the **La Carte Card**, is a credit card issued to authorized employees for the purpose of making small-dollar purchases. The purpose of the purchasing card program is to establish a more efficient, cost-effective method of purchasing and paying for small dollar transactions as well as high volume repetitive purchases. **La Carte** is intended to simplify the buying process and improve cycle time from ordering to payment.

Typical examples of items that may qualify for this program include books, subscriptions, computer accessories, materials, and supplies. Many items that are purchased today may be candidates for this program.

The **La Carte Card** is “programmed” with a range of information:

* Cardholder’s identity
* Billing cycle (6th to the 5th)
* Default chart string to which purchases are to be charged
* Dollar limits for cardholder’s purchases
* Maximum dollar amounts per monthly cycle period
* The types of merchants (merchant category code (MCC)) that may or may not be utilized

The credit card the State of Louisiana has selected is VISA provided by Bank of America. This La Carte card will be accepted by any vendor who accepts VISA. Using their **La Carte Card,** an authorized University employee is entrusted and empowered with the ability to make small-dollar purchases on behalf of their department. Along with this empowerment comes responsibility. Cardholders are expected to make sound business decisions in the best interest of LSUHSC, to comply with the policies and procedures as set forth in the LSUHSC **La Carte** Cardholder’s Guide (see page 6), and to comply with all University procurement guidelines. Adherence to policy allows continued processing savings, ensures accountability, and provides an audit trail for **La Carte Card** purchases. A monthly electronic funds transfer is made to the issuing bank to pay for all **La Carte Card** purchases submitted to the bank by the merchants.

**2. Benefits**

**Cardholder Benefits:**

The **La Carte Card** is convenient. It provides a better method for users to make authorized purchases directly from vendors. When using the card, you will be able to obtain goods much faster and easier than before.

**University Benefits:**

The University benefits from reduced paperwork and processing time at all levels. This savings in time and money can be substantial. In addition, the number of checks processed to multiple suppliers is reduced by issuing one payment each month to Bank of America, the card provider.

**Vendor Benefits:**

Use of the **La Carte Card** ensures the vendor more timely payment, as they will receive payment directly from Bank of America within 48 to 72 hours.

**3. Travel on LaCarte**

The LaCarte program has been expanded to allow for the payment of business travel expenses. **Allowable travel expenses on LaCarte are limited to airfare, lodging, conference registration fees and rental cars.** The maximum single transaction limit for travel is $5,000 (monthly limit of $40,000). State and University travel regulations must be followed when using LaCarte for payment of travel expenses (PPM-49 and PM-13). Incidental travel expenses are not allowed (see below). Travelers must provide a personal credit card upon hotel check-in for incidental expenses. Upon completion of their trip, reimbursement for meals and incidentals may be submitted through the check request process. If an unallowable travel expense is placed on the LaCarte p-card, deductions will be taken from the traveler’s reimbursement request. Per PM-13 (LSU System travel regulations), travel reimbursement requests should be submitted by the 15th day of the month following the completion of travel. If no additional travel expenses are incurred and/or no travel reimbursement is sought, the traveler is required to submit a zero balance travel voucher. After the window to submit travel vouchers expires, the traveler will be contacted regarding late submissions of travel reimbursement and/or zero balance vouchers. If travel reimbursement vouchers or zero balance vouchers are not submitted timely, a payroll deduction may be taken from the traveler for any un-allowed travel expenses charged to the LaCarte card and the LaCarte card will be suspended.

Un-Allowed travel expenses:

* Meals (including room service)
* Phone charges
* Tolls
* Tips
* Alcohol
* Telephone calls
* Internet/Wi-Fi
* Gasoline
* Parking and valet charges
* Baggage fees
* Movies
* Taxi and shuttles
* Miscellaneous incidentals
* Personal travel expenses

**4. Departmental decisions**

To assist in determining departmental need for a **La Carte Card**, a “yes” answer to any of these questions indicates further consideration would be merited.

* *Does the department place many small dollar purchase orders or direct charges?*
* *Does the department make frequent pick-ups at local suppliers/vendors?*
* *Does the department experience problems (1) reconciling purchase orders or (2) missing direct charge invoices for expenditures charged to department account?*
* *Does the department receive calls from vendors for payment of small dollar purchases?*

Once it has been determined that **La Carte** would be beneficial for the department, consider further the following questions:

1. **Who will be cardholders?**

A **La Carte Card** can be issued, with Department Head/Business Manager approval, to any **full-time** employee of LSUHSC who will be making small dollar purchases. The **Department Head/Business Manager** submits an enrollment form (page 20) with the following information for each employee authorized to use the card:

1. Name (to appear on card)
2. Employee ID & SSN(last four digits)
3. E-mail address
4. Office address and phone number
5. Default PeopleSoft speed type
6. Department contact name, phone number, e-mail address
7. Department
8. Spending limits per month

The p-card will be embossed with the State of Louisiana, the State’s sales tax exemption number, the employee’s name, LSU Health Sciences Center, and the account number.

**Training is mandatory prior to issuing the La Carte Card to cardholders**. In an hour training class, cardholders learn how the program works, how to use the card, where it can be used, and what the cardholder responsibilities are under the program. Cardholders will be given a copy of LSUHSC’s LaCarte policy along with a copy of the State’s LaCarte policy. Training sessions will be held regularly around campus. Applicants must show their LSUHSC ID and sign a cardholder agreement form in order to receive a La Carte p-card.

Cardholders should notify the Program Administrator if any fraudulent activity is noticed as the card may need to be cancelled and another card issued. In addition, the cardholders should notify the Program Administrator if card use has changed and if lower or higher limits are necessary. Requests for higher credit limits must be approved by the cardholder’s Business Manager or Department Head. Cash should never be accepted in lieu of a credit to a cardholder’s account.

1. **What is the department’s role?**

The Business Manager or another appropriate party designated by the Department Head will be responsible for reviewing transactions of individual cardholders to ensure the transactions are legitimate business expenses and are charged to the appropriate PS account/speed type. Business Managers or responsible parties should receive training before any employees in the department obtain a card as well as attending the appropriate training if they themselves are cardholders.

Responsibilities include:

1. Reviewing all **La Carte** transactions and attaching all supporting documentation to the transaction log.
2. Reallocating the PS speed type in WORKS if a purchase is to be charged to a speed type other than the default.
3. Reallocating the default PS account chart field to the appropriate expense account in WORKS.
4. Submitting a maintenance request for changes to a user’s profile or account information.
5. Completing and sending the Disputed Item form for disputes with vendor and/or Bank of America.
6. Notifying the **La Carte** Administrator, using the Disputed Item form, noting the reason for dispute.
7. Notifying the **La Carte** Administrator of lost or stolen cards.
8. Requesting the **La Carte** Administrator cancel a Cardholder’s card (e.g., terminated employees, transferring departments, or loss of **La Carte Card** privileges).
9. Collecting canceled cards from Cardholders and forwarding to the **La Carte** Administrator.
10. Retaining copies of **La Carte Card** receipts and supporting documentation-at departmental discretion.
11. Send copies of taggable asset receipts to Asset Management and ensure proper reallocation.
12. Ensure department cardholders have gone through proper **La Carte** training.
13. Assisting Cardholders with erroneous declines and emergency transactions.
14. Provide appropriate cross-training within the department to ensure coverage.

**c. To which budget PeopleSoft chart string will cards be assigned?**

Each card is assigned a default PeopleSoft speed type approved by the Department Head/Business Manager. All purchases will be charged against this default speed type. The cardholder or department Business Manager may change this speed type for a specific purchase or split the charge to multiple chart strings. Likewise, each card is assigned the following default PeopleSoft expense account- **547250**. All charges must be reallocated in WORKS from this account to an appropriate PeopleSoft account by the end of the monthly billing cycle. Only one card will be issued to each cardholder.

1. **Who will reconcile the La Carte Card transactions?**

The cardholders should retain all original receipts. The cardholder will be responsible for tracking, and reconciling all purchases to their monthly memo statement. The cardholder should then provide all receipts to their Business Manager or responsible party who will review all information for accuracy and completeness and submit the documentation to the La Carte Administrator in Accounts Payable.

1. **Who will perform expense reallocations?**

The Business Manager or appropriate party who is responsible for reconciling monthly activity may be the one who performs reallocations. However, the cardholder may also have this responsibility.

**La Carte Cardholder Users’ Guide**

**The Cardholder Users’ Guide provides general guidelines for using the La Carte Purchasing Card. Please read it carefully. Your signature on the Cardholder Agreement shows that you understand the intent of the program and agree to follow the established guidelines. The success of the La Carte Purchasing Card Program and its continued use depends on your participation and cooperation. Please be sure to read and follow the program guidelines as specified within this Guide.**

The **La Carte Card** may be issued to any full-time employee authorized by the Department Head/Business Manager.

The **La Carte Card** should be safeguarded with the same level of care that is given to personal credit cards. Sign the card immediately upon receipt.

Keep the **La Carte Card** in an accessible but secure location.

Guard the card number carefully! Do not post it at a desk, write it any other place that is accessible to others, or allow a credit card merchant to keep the card number on file.

**La Carte** is a University corporate charge card program **and will not affect your personal credit**. However, it is the cardholder’s responsibility to ensure that the **La Carte Card** is used within guidelines stated herein. Failure to comply with program guidelines may result in:

* Account deactivation
* Permanent revocation of card
* Notification to management, internal audit and/or campus security for further investigation
* Assignment of wages
* Disciplinary measures that may include (depending upon the seriousness of the offense)
* Reprimand, probation, suspension, demotion, or dismissal.

The **La Carte** Administrator reserves the right to revoke or request the retrieval of the **La Carte Card** at any time and the card must be returned upon request.

1. **Ethics**

The Cardholder, as an authorized purchaser for LSU Health Sciences Center, must comply with the regulations relative to ethical conduct under the Code of Governmental Ethics Chapter 15 of Title 42 of the Louisiana Revised Statues. All purchases made with the La Carte Purchasing Card must follow the Executive Order for Small Purchases currently in affect at the time of purchase.

In any involvement (direct or indirect) with outside purchases, the cardholder’s only legitimate interest must be that of LSUHSC. A cardholder must not give, or even appear to give, a preference to anyone at the expense of LSUHSC. Showing personal favoritism to any supplier always has the potential effect of damaging the University’s reputation.

Suppliers/vendors are LSUHSC’s business partners. Their imagination and creativity supplement the skills of the University’s staff and faculty. The University expects quality products and top performance from suppliers.

Should any questions, concerns, or problems arise, do not hesitate to contact the **La Carte** Administrator (page 16).

**2. Works**

WORKS URL address: https://payment2.works.com

WORKS is a secure, web-based management and reporting tool that offers detailed transaction and expense data on demand. It allows cardholders to view their account activity, reconcile transactions, initiate disputes, and reallocate charges. This system will interface with PeopleSoft.

All cardholders will be issued a user ID with security rights and a password.

1. **Card maintenance**

Contact with Bank of America for card set up will be handled by the **La Carte** Administrator located in Accounts Payable.

On occasion, it may be necessary to **change information on a card**. This should be done by sending an e-mail to dburli@lsuhsc.edu or maintenance form to the **La Carte** Administrator. The e-mail must be from or forwarded by the cardholder's Department Head/Business Manager.

The **name on a card cannot be changed**. The card must be canceled and a new application completed.

New cards are issued for a period of three years, except those cards issued during the last year of the Bank of America contract with the state. Upon expiration, the cards are **automatically renewed**.

**The CARDHOLDER must report a stolen, lost, or misplaced La Carte Card IMMEDIATELY** by calling Bank of America at 1-888-449-2273 (24 hours a day, 7 days a week, 365 days a year). The affected card will be automatically suspended by Bank of America. **Also, immediately after reporting the incident to the bank, the cardholder must notify the La Carte Administrator** and complete the Card Replacement section of the maintenance form and send to the **La Carte** Administrator who will issue the new card. If a card is located after reported lost or stolen, it must be destroyed by cutting it in half and returned to the La Carte Administrator.

If a card is reported lost or stolen, immediately (which means as soon as the cardholder is aware that it has been lost or stolen) there is no liability. Gross negligence in promptly reporting a lost, misplaced, or stolen La Carte Card may result in the University seeking reimbursement from the cardholder for unauthorized charges**.** See page 17 for contact phone numbers.

The **La Carte** Administrator is required to **close an account** if a Cardholder: (a) transfers to a different department and does not have purchasing authority for the new department or (b) terminates employment. In addition to the above reasons for closing an account, a cardholder may be subject to disciplinary action, up to and including termination, for any of the following reasons:

* The **La Carte Card** is used for personal or unauthorized purposes.
* The **La Carte Card** is used to purchase alcoholic beverages or any substance, material, or service violating policy, law or regulation pertaining to the State of Louisiana or LSU Health Sciences Center.
* **The Cardholder splits a purchase to circumvent procurement regulations and the limitations of the La Carte**.
* The Cardholder continually fails to adhere to all of the **La Carte** policies and procedures.

1. **Card use and limits**

LSUHSC requires that **certain types of suppliers/vendors be blocked from La Carte use**—tuition reimbursement, personal purchases, alcohol, cash advances, gifts, personal travel and entertainment related expenses. Transactions will be blocked at the point-of-sale level via Merchant Category Codes encoded in the card. **Please refer to the listing on page 18 for a list of restricted items.**

Small Purchase Executive Order, Section 6, reads “In the absence of a good faith business basis, no purchase or procurement shall be artificially divided within a cost center or its equivalent, to avoid the competitive process or the solicitation of the competitive sealed bids.” No competition is required for purchases not exceeding the $5,000 single transaction limit. **Purchases should never be artificially divided to avoid the LaCarte policy limits.** Current Purchasing policies, rules and regulations, Louisiana Statutes and/or Executive Orders must always be followed during the use of the LaCarte p-card.The standard single purchase limit (SPL) for a single transaction is $5,000. However, some Business Managers or Department Heads may elect to authorize only a $1,000 single purchase limit for certain cardholders within their departments. The University’s Procurement Rules and Regulations must always be followed when using the LaCarte purchasing card regardless of the cardholder’s single purchase limit. LaCarte is simply a payment method and the “procurement need” as a whole must be evaluated to ensure LaCarte is the appropriate payment method. Whenever the “procurement need*”* exceeds $5,000, competitive pricing may be required and the “requisition to purchase order” process should be followed. Questions regarding competitive pricing procedures should be addressed to the Purchasing Department at (504) 568-4814.

With the approval of the Department Head and the LaCarte Program Administrator, the standard single purchase limit can be increased to $25,000 to allow the cardholder to make scientific and laboratory purchases (see page 8). Cardholders granted the single purchase limit of $25,000 to purchase scientific and laboratory supplies are subject to the $5,000 limit for all other purchases.

1. **Card Misuse- Fraud versus Unauthorized charge**

**Fraud Purchase –** Any use of the procurement card which is determined to be an intentional attempt to defraud the University.

An employee suspected of having misused the procurement card with the intent to defraud LSUHSC will be subjected to an investigation. Should the investigation result in findings which show that the actions of the employee have caused impairment to the state service, and should those findings be sufficient to support such actions, the employee will be subject to disciplinary action. The nature of the disciplinary action will be the prerogative to the appointing authority and will be based on the investigation findings and the record of the employee. Any such investigation and ensuing action shall be reported to the Legislative Auditor and the Director of the Office of State Purchasing.

**Non-Approved Purchase –** A purchase made by a cardholder for which payment by LSUHSC is unapproved. A non-approved purchase differs from a fraud purchase in that it is a **non-intentional** misuse of the procurement card with no intent to deceive the University.

An example of a non-approved purchase could occur when the cardholder mistakenly uses the procurement card rather than a personal card. In this situation, the cardholder will be counseled and given the opportunity to submit a personal check to repay the University for the non-approved purchase. If incidents of non-approved purchases reoccur within a twelve month period, card revocation will be considered.

**SUSPENSION / REVOCATION OF P-CARD PRIVILEGES**

The responsibility of the individual cardholder is a critical component of the LaCarte P-Card Program. This includes using the card for allowable purchases, staying within the $5,000 maximum per transaction limit, and submitting the monthly cardholder report package with all receipts on time.

**Late Monthly Submissions:**

A cardholder who fails to submit her/his monthly cardholder report package five business days after the close of the billing cycle (5th of every month) is considered late in the submission.

**Three e-mail reminders** will be sent to the cardholder notifying him/her they are late in submission. The final email willadvise the cardholder (and Business Manager) that their P-Card privileges will be suspended until the completed monthly report package has been received. Once it has been received and reviewed, the P-Card Administrator may reinstate the card privileges. If receipts are never received, the cardholder may be held personally responsible for the reimbursement of the charges incurred within the billing cycle. Also, if the P-Card Administrator determines that the cardholder has established a pattern of late submissions, the card privileges may be permanently revoked. This decision is made at the discretion of the Administrator, based on the number of late or incomplete submissions and may take into account possible mitigating circumstances for any given cardholder.

**Incomplete Monthly Submissions:**

There are times when a cardholder may submit the monthly cardholder report package on time, but during the course of auditing, it is determined that the submission is incomplete.

This could be due to a missing itemized receipt, missing documentation, etc.

At the point the submission is determined to be incomplete, the P-Card Administrator advises the cardholder by e- mail that the submission is incomplete and explains what is needed to correct the submission. **Three e-mail reminders** will be sent to the cardholder notifying the cardholder of the missing documentation. If the problem is not rectified, **the final e-mail attempt** will notify the cardholder that they will be held **personally responsible** for the charges incurred on the missing documentation (i.e. a payroll deduction will be taken). As with all late submissions, the P-Card Administrator has the authority to suspend or permanently revoke card privileges if it is determined that a pattern exists of missing/incomplete submissions.

**Misuse:**

If during the monthly audit process, the P-Card Administrator determines that there has been misuse of the card, the P-card Administrator may revoke the cardholder’s P-Card privileges.

Misuse can take a number of different forms. For example, the following could be considered misuse: using the card for a restricted or prohibited transaction; splitting purchases in order to circumvent the per transaction limit; making personal purchases.

If, in the opinion of the P-Card Administrator, the misuse is deemed minor, the P-card Administrator will send an e-mail notification to the cardholder (and Business Manager) of the misuse, informing them that restitution for the violation in the form of a credit to their account, a check, or a payroll deduction must be obtained. If a pattern of minor misuse is identified, permanent revocation of cardholder privileges may be considered.

If the misuse is determined to be major, the P-Card Administrator will discuss the violation(s) with the Executive Director of Supply Chain Management. Revocation of card privileges, payroll deduction, and other disciplinary action may be considered.

**Suspension/Cancellation- card activity monitoring:**

Accounts will be monitored for inactivity and spending authority adjusted based on changes in need. Cards held by Business Managers, Department Heads and other essential personnel that have not had activity within a twelve month period will be moved to a “suspended” card profile and moved to an active profile should the need arise (i.e. hurricane preparation, evacuation) and will remain active as long as necessary. Other cardholder accounts not utilized within a twelve month period will be reviewed and considered for cancellation. Employment status is also monitored via the LSUHSC employee notification of separation email distribution list and a monthly report provided by Human Resource Management. Cardholders’ accounts appearing on either of these reports are reviewed and cancelled.

1. **Placing orders using La Carte**

Cardholders may use their **La Carte Card** only for job-related purchases less than $5,000 per transaction. Ensure the materials to be purchased are not on the list of items that must be procured through normal purchasing procedures.

Call, visit or fax the supplier/vendor selected to place the order or place the order on line via the world-wide-web. The vendor will require the following information:

* Name on the card
* **La Carte Card** number and expiration date
* **State of LA sales tax exempt status.**
* Billing address- **the billing address is:**

**Your campus delivery address**

**Attn: La Carte P-Card**

Before the transaction begins, inform the vendor that the purchase is **exempt from sales tax**. LSU Health Sciences Center is generally exempt from paying Louisiana sales tax on purchases; the Louisiana Department of Revenue has assigned **128-4900-001** as the exemption number for all **La Carte** purchases. The **La Carte** exemption number is embossed on the front of every card. Most merchants accept the **La Carte Card** as sufficient evidence of exemption, but some merchants require a copy of the sales tax exemption certificate. Vendors may request a tax exemption certificate by faxing a request to 504-568-7695 or e-mail a request to [dburli@lsuhsc.edu](mailto:dburli@lsuhsc.edu) or [mmart5@lsuhsc.edu](mailto:mmart5@lsuhsc.edu).

Merchants are not required to honor the exemption from State sales tax but cardholders should make every effort at the time of purchase to avoid being charged the tax. In the event state sales tax is charged and a credit is warranted, it will be the cardholder’s responsibility to request the vendor/merchant (not Bank of America) issue a credit to the cardholder’s account. Tax is not a disputable item to Bank of America.

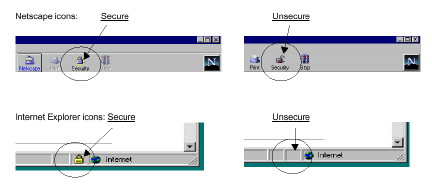
LSUHSC is exempt from paying Louisiana state sales tax; however, in some circumstances cardholder’s will be exempt from obtaining a credit from the vendor-merchant for state sales tax charges of $25 or less. If a cardholder continually allows taxes for $25 or less to be charged to the card, corrective measures will be taken.

**Note:**

The State has worked with a few frequently used vendors to establish customer identification numbers to designate the tax-exempt status for **La Carte Card** purchases. The numbers for Wal-Mart, Lowe’s, and Home Depot are printed on the back of the card’s sleeve. Please provide these numbers at the time of checkout to ensure tax is not charged.

If placing an order over the Internet, thereshould be a screen showing how much the card will be charged, including shipping. Print this page fromthe browser. When making an on-line purchase, please consider the following:

1. Always use a secure web browser- Netscape Navigator 2.0 or later version and any version of Microsoft Internet Explorer use Secure Socket Layer (SSL) technology.
2. Know your merchant- read company’s privacy statement, disclaimer, terms and conditions, warrantees, and check to see if they use safe on-line shopping technologies like SSL or Secure Electronic Translation (SET).
3. Ask how information is passed to a merchant and secured on their computer system.
4. Protect yourself with current information- the National Consumers League provides information about telemarketing and Internet fraud- www.fraud.org.



**Shipments to the cardholder’s home are NOT allowed.** Shipments to other LSUHSC locations and/or approved affiliated entities are permissible, provided there are arrangements with the employee receiving the items to send the itemized receipt. This documentation will be needed to attach to the **La Carte** transaction log.

* Do not allow the supplier to make a partial shipment and back order the balance and charge for the total quantity. **Orders should be placed only when the total shipment can be made.**
* If the **La Carte** is declined by the supplier/vendor, it may be because A) spending limit has been exceeded, B) the vendor’s industry has been blocked from the card, or C) the card was reported lost or stolen. If uncertain about the reason for the decline, contact Bank of America at 1-888-449-2273 for an explanation. If the decline was in error, the Cardholder should immediately contact the **La Carte** Administrator (dburli@lsuhsc.edu or 568-4554) in Accounts Payable for assistance. If the purchase is being made outside normal business hours, the employee must find an alternate payment method or terminate the purchase and contact the **La Carte** Administrator during normal business hours.
  1. **Required Documentation:**

**Receipts:**

In every situation, cardholders are required to obtain a receipt when using their La Carte Purchasing Card. It is the cardholder’s responsibility to ensure there is a receipt for each purchase. Retain **La Carte Card** sales slips, itemized receipts, or supporting documentation (such as brochure, advertisement, subscription order form, etc) showing what was ordered and the dollar amount.

To ease documentation gathering and minimize the occurrence of lost receipts, we recommend keeping receipts and other documents in an envelope and label the envelope “La Carte Receipts” and indicate the billing cycle on the front of the envelope. If a receipt is misplaced, contact the vendor directly and attempt to get a copy. Copies are acceptable only when originals are not available.

**Please note**: If a cardholder fails to provide receipts for transactions rendered, a payroll deduction will be taken for the total amount of the missing receipts. Continual failure to provide receipts will result in card revocation. Handwritten receipts are **not** acceptable.

**Transaction Log:**

The transaction log works as a summary of your purchases for a given billing cycle and can be used to easily reconcile against the Cardholder Memo Statement. This log should be printed from WORKS and should include all transactions from the billing cycle. The log allows the responsible party to identify the expense account code to be charged for the purchase. The transaction log also helps the responsible party document the alternate speed type if the purchase is to be charged to a different speed type other than the default. All logs must be signed by the cardholder and his or her Business Manager, Department Head, or designated reviewer. These signatures validate all transactions have been made for University related business and have been received by the department. Cardholders are not allowed to approve their own logs.

Cardholders and department Business Managers will have access to WORKS, and therefore the ability to verify and/or reallocate purchase transactions. The departmental Business Manager will be able to see all cardholder transactions within their respective department. Regular cardholders can view their transactions only. We recommend reviewing, reconciling, and reallocating transactions once a week. **Remember**- **all purchases must be reallocated from the default account code** **547250**.

**All receipts and documentation should be submitted no more than five business days following the close of the billing cycle (5th of every month). Please ensure timely document submission to avoid card suspension.**

Ensure that support documentation is adequate and sufficient to adhere to State and LSUHSC Purchasing guidelines for recording of expenditures by containing the following:

* Vendor name
* Detailed listing of what was purchased, including item description and quantity
* Total dollar amount of purchase
* Transaction date
* Shipping address, if applicable

Supporting documents may include, but are not limited to:

* Original sales receipt
* Original cash register receipt
* Original copy of order form or application
* E-mail notification confirming order placed, item ordered, amount purchased

**Upon receipt of order:**

* Make sure the supplier/vendor correctly filled the order. Verify that all of the items in the quantities received are specified on the **La Carte** receipt.
* **Verify that sales tax was not charged to the invoice; if tax was charged, call the vendor immediately for a credit.**
* Save the **La Carte** sales slip/itemized receipt
  1. **Paying for La Carte purchases**

The billing cycle with Bank of America is **monthly**. Payments via an electronic funds transfer (EFT) will be made to Bank of America on a monthly basis. The cardholder will reconcile and return the signed transaction log, original receipts, and other available documentation to the **La Carte** Administrator in Accounts Payable.

Reconcile purchases reflected on the monthly memo statement. This memo statement is available through WORKS. Review each charge to verify it is correct and agrees with the actual receipt. Submit receipts for each purchase reflected on the transaction log.

A vendor’s billing date may be different than the order date. If an order is received in more than one shipment, the dollar total of the receipts or packing slips from the partial shipments may have been billed as one charge on the **La Carte** statement.

* If only a partial shipment is received, only a partial charge should appear on the **La Carte** statement.
* A vendor’s billing name may be different than the name known to the cardholder.

Any reallocation of expenses to a grant or contract must comply with applicable account restrictions and the policies of the sponsored project.

Send the signed transaction log and all supporting documentation to the **La Carte** Administrator in the Accounts Payable. The transaction log must be signed by the cardholder and department Business Manager or responsible party. The **La Carte** Administrator will review the transactionsand retain the information for seven years.

Be certain to track returns, credits, or disputed items for future monthly billing cycle reconciliations. In case of returns, credits, or disputed items, the cardholder is responsible for coordinating directly with the supplier and Bank of America.

After reconciliation, resolve any discrepancies.

**9. Handling returns, credits, and disputed items**

**Returns**: If items are returned for any reason, the cardholder is responsible for contacting the merchant and arranging for the return for credit. Request a “Return Goods Authorization Number” from the supplier, record that number on the supplier’s merchandise return form and send it directly to the supplier. Keep a copy of the return form with the purchase receipts in case further follow-up is required. The Bank of America La Carte Statement must be paid in full so any vendor credits will appear on future statements.

**Credits**: The supplier should issue a credit for any item that has been approved for return. **Under no circumstances should the cardholder accept cash in lieu of a credit to the La Carte account.** Requesta copy of the credit slip from the supplier. Keep it with the other **La Carte** receipts and note the returninformation on the transaction log. This credit may appear on a subsequent **La Carte** monthly statement.

**Exchanges**: If the merchandise is exchanged, the cardholder is responsible for returning the merchandise to the merchant and obtaining a replacement as soon as possible.

**Disputed items and billing errors**:

In the event the Cardholder finds items on the monthly memo statement that do not correlate with retained receipts and supporting documentation, transactions not made by the cardholder, incorrect transaction amounts, or if there is an issue with service or quality, the cardholder’s first recourse is to contact the merchant to try to resolve the problem.

If the merchant agrees the error has been made, they will credit the Cardholder’s account. The credit will appear on the next monthly memo statement. The cardholder should check the next statement and WORKS for credit.

If the problem with the vendor is not resolved, the item in question can be disputed via WORKS or the Statement of Disputed Item should be completed and mailed or faxed with required enclosure within 60 days from the billing close date (5th of each month) to:

Bank of America Commercial Card Services Operation

P.O. Box 53101

Phoenix, AZ 85072-3101

Phone: 888-449-2273 Fax: 888-678-6046

A copy of the dispute form should be faxed to the La Carte Program Administrator, Danielle Burlison, at 504-717-2943.

The transaction will be paid; therefore, it is important for cardholder to mark purchasing documentation “DISPUTED”. Cardholder should retain a copy of the disputed documentation and follow-up on future statements for credits.

All disputes must be identified within **60 days** of the billing statement. Bank of America will then resolve disputes within 180 days.

Sales tax is not a disputable item. It is the responsibility of the cardholder to ensure that merchants are advised that the purchase is sales tax exempt and provide the tax exemption number.

**The charge-back process**:

Cardholder notifies Bank of America to initiate dispute by notifying via telephone (1-888-449-2273) or fax (1-800-253-5846) or through WORKS; cardholder also notifies the **La Carte** Administrator (dburli@lsuhsc.edu) who will follow the status of the claim.

Bank of America receives data and places the charge in dispute status. Bank of America collects information necessary to support the charge-back, according to association rules, with the cooperation of the cardholder.

Bank of America initiates the charge-back and the cardholder account is credited. The item is removed from dispute status. The merchant's bank receives the charge-back and a resolution period begins. If accepted, the merchant’s bank will debit its merchant and the matter is closed. If not, the merchant’s bank will return the charge-back with accompanying support documentation.

After reviewing the charge-back support documentation, Bank of America will:

* Contact the **La Carte** Administrator and re-bill the account.
* Contact the **La Carte** Administrator and execute a second charge-back if the charge-back is disputed again (this must occur within a specified timeframe, as regulated by the bank card industry).

Nearly all issues can be resolved using this process. If the cardholder is unable to obtain an acceptable resolution, contact the department’s Business Manager or responsible party for assistance. The total amount billed by Bank of America should be charged to the individual departmental accounts and credits for disputed transactions should be posted to departmental accounts when credits appear on the Bank of America billing.

**10. Audits and controls**

Auditing the disbursement of University funds for settlement of valid claims for goods and services is the responsibility of the Accounts Payable office. Departments using **La Carte** must do so in accordance with the internal controls and audit standards set forth by LSUHSC. Approval of an application for the use of the **La Carte program** by the appropriate Director, Dean, Department Head, or Business Manager signifies agreement that all individuals using the approved cards will comply with the following guidelines and internal controls:

* All departments will ensure a separation of duties for processing **La Carte** transactions. Audit and review of **La Carte** transactions for propriety of purpose, proper documentation, use of appropriate account numbers, and approval for payment will be performed and approved by someone other than the cardholder.
* All **La Carte** transactions will be audited/reviewed on a monthly basis for propriety of purpose. Charges not in compliance with University and State policies will be immediately reported to the cardholder's supervisor and the **La Carte** Administrator.
* All **La Carte** transactions will be audited for proper documentation (receipts, invoices, etc.) valid chart strings, and that all corrections and adjustments are made in a timely manner.
* After auditing all cardholder purchases, the Office of Procurement will maintain records of each **La Carte** transaction and the supporting documentation in an auditable state for a period of seven full fiscal years.(Support documentation for restricted and grant accounts must comply with University and grantingagency requirements.) Disposal of the records will be in accordance with University policy on recordretention.

**11. Key Contacts- Who can I call**?

**TO REPORT A LOST OR STOLEN CARD, contact Bank of America:**

**Phone: 1-888-449-2273**

Also notify the **La Carte** Administrator

The **La Carte** Administrators for LSU Health Sciences Center are:

**Danielle Burlison**

Assistant Director AP, Travel, Direct Pay

433 Bolivar Street

Phone: (504) 568-4554

Fax: (504) 717-2943

Email: dburli@lsuhsc.edu

**Monica Martin**

Staff Accountant

433 Bolivar Street

Phone: (504) 568-4965

Email:mmart5@lsuhsc.edu

**12. La Carte Restricted Purchases**

If you present your Purchasing Card for payment to vendors on the restricted list, the authorization request will be declined. If you feel a particular purchase has been erroneously declined, contact the La Carte Administrator. **NOTE: Just because a vendor may not be restricted does not mean that it is an acceptable purchase.**

* Alcoholic Beverages
* Alimony
* Apps/software -for smartphones and tablets (does not include software for PC’s)
* Bail Bond Payments
* Bars, Lounges
* Cash Advances, Wire Transfers, Money Orders
* Capital Equipment (see next page for information regarding taggable assets)
* Cap & Gown
* Cell Phones, Cellular Phone Service Contract, Blackberries
* Child Support
* Clothing (Uniforms are allowed)
* Computers, laptops
* Compressed Gases
* Court Costs
* Decorations (posters, plants, etc.)
* Discretionary Expenses
* Donations
* Entertainment Costs- tours, theatre, golf etc.
* Explosives, Ammunition, and Weapons
* Facility type purchase (room modifications, wall/ceiling mounts, carpet etc.)
* Fines, late fees, penalties (including parking tickets)
* Flowers for any occasion (CM-18 rescinded)
* Frames
* Fuel
* Furniture including desks, chairs, bookcases, stands
* Gifts
* Gift cards and/or gift certificates
* General Contractors
* Holiday Items (decorations for office, cards)
* Insurance Premiums
* Internet Service
* I-Tunes accounts
* Legal Services
* On-line auction sites (ex. E-Bay)
* On-line Subscription Services (AOL etc.)
* Pawn Shops
* Personal, professional, and consulting service contracts
* Personal purchases of any kind
* Picture Frames, Posters
* Plaques, Awards, Trophies
* Smartphones
* Tablets (including I-Pads)
* Tax Payment
* Temporary Help Services
* Tuition for employees
* 1099 Reportables
* Unusual items (any items appearing inconsistent with a department’s mission)

**\*\*\*ALL RECEIPTS MUST BE ITEMIZED\*\*\***

**13. Items Requiring Special Documentation**

**La Carte Purchases Requiring Prior Approval:**

* **On campus business meals/Catering –open to Business Managers only:**

The LSU System’s Policy in PM-13 provides directives on Special Meals which are commonly referred to as business meals on this campus. On-campus business meals and other function food and beverage expenses funded by University sources must be for the purpose of supporting the teaching, research or clinical service missions of the University. All special meals must have prior written approval from the Department, through the School, to the Campus Head or designee in order to be reimbursed. The prior approval must include a listing of the names, titles, and affiliations of the individuals who are receiving the meal. Reimbursement limits are outlined in PM-13, paragraph X, Special Meals.

Here is a link to PM-13: <http://www.lsuhsc.edu/administration/pm/pm-13.pdf>

Reimbursement authorization requests must include the following:

* Detailed breakdown of all expenses incurred, with appropriate receipts
* Subtraction of cost of alcoholic beverages
* Original prior written approval from Campus Head or designee
* Original itemized receipts
  + **Allowed Travel Expenses:**

Submit a copy of the completed travel prior approval authorization.

* + Conference registration- copy of registration fee form
  + Airfare- flight itinerary from Short’s showing payment received
  + Lodging- itemized zero balance hotel receipt

**Enterprise Car Rental:**

Along with your Enterprise receipt, submit the completed Travel Prior Approval form with “p-card” marked as the payment method and the last four digits of the p-card used (see section 3 of the travel prior approval form). Please note- Enterprise Rent-A-Car is the only car rental agency allowed for in-state travel.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Section 3** | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Auto Rental Requested** | | | |  | Yes - Estimated Cost | | |  | **$** |  |  | Number of Days |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Automobile Type:** | | |  |  | Compact |  |  |  |  | Full Size Sedan |  |  |  | Other |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Justification:** | |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Rental Car Payment Method:** | | | |  |  |  |  |  | **Approved** |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | LaCarte P-Card | | |  | Personal CC | | | Department Head (or designee) | | | | |  | Date |
|  | Last 4 digits | |  |  |  |  |  |  |  |  |  |  |  |  |
| **(Only the cost of rental of sub-compact or compact models is reimbursable, unless non-availability is documented or the** | | | | | | | | | | | | | |  |
| **vehicle will be used to transport 3 or more persons).** | | | | | | |  |  |  |  |  |  |  |  |

* **1099 Reportables**-You should always ask a vendor if they are a 1099 reportable **before** the transaction is placed. If they are, the item can not be purchased on your p-card. A 1099 reportable vendor can be identified by the following:
* If the company’s nameis a person’s name
* If the word “service” is in the vendor’s name
* If the company’s name does not include “Corp”, “Inc.”, “PC”
* **Employment Recruitment Ads** – Any recruitment ad may be paid for with a LaCarte card. However, a prior approval from Human Resources showing the ad is EEO approved must be submitted along with a copy of the ad.
* **Taggable equipment**- items with an acquisition cost of $1,000 to $4,999. Copies of these receipts must be set to Asset Management for tagging purposes. Please indicate the name of the department and the item location. All equipment with an acquisition cost of $1,000 to $4,999 should be coded to a taggable acquisition code (540100-540126).

**14. Definitions**

* **Agency** - Arranges with the card issuer, Bank of America, for the issuance of La Carte cards to authorized employees and agrees to accept liability for their employees' use of the cards.
* **Billing Cycle** – Is considered the 30-day period in which LSUHSC is billed by Bank of America. This 30-day period runs from the 6th to the 5th of each month.
* **Cardholder -** LSUHSC employee whose name appears on the card and who is approved by his/her Department Head or Business Manager to use La Carte to execute purchasing transactions on behalf of the agency. This person is accountable for all charges made with the card.
* **Cardholder Agreement Form -** This form states that the cardholder has read and understands the policies and procedures of the State and his/her Agency relative to the procurement card use and agrees to comply with all of these established procedures. This form must be signed by the Cardholder prior to issuance of the card.
* **Cardholder Enrollment Form -** This form contains pertinent cardholder information necessary for statement and mailing purposes, contact information, daily/monthly spending limits and budgetary controls. This form must be completed for all prospective cardholders.
* **Card Issuer -** Bank of America's services were contracted for by the State of Louisiana, to issue La Carte Visa® Purchasing Cards to State Employees, to provide electronic transactions and billing to the Agencies for all purchases made on the cards, and to collect payment from the Agencies.
* **Default PS Speed Type -** The code assigned to an individual cardholder's card. It consists of a string of numbers comprised of an employee’s Department, Fund, Program, Class and Project/Grant number. All charges made by the cardholder will default to this PeopleSoft speed type until reallocated by appropriate personnel.
* **Memo Statement of Account -** A listing of all transactions charged to the cardholder's account through the end of the monthly billing cycle. This is not a bill. The Cardholder Memo Statement may be printed using WORKS. Cardholder must reconcile and forward to supervisor/reviewer for approval.
* **Merchant Category Code (MCC) -** Codes assigned by the Bank to suppliers that indicate their type of business. Each La Carte card is encoded with the types of MCC's that a cardholder is authorized to purchase from. Attempts to purchase at either prohibited or restricted suppliers will be denied.
* **Monthly Spending Limit -** A maximum dollar limit assigned to the cardholder for the total of all charges made during the monthly billing cycle.
* **Purchasing Card -** Louisiana La Carte purchasing card is a Visa® credit card issued by Bank of America for use by authorized state employees for the purpose of making purchases on behalf of their department. Issuance of this card in no way affects established purchasing rules and regulations.
* **Single Purchase Limit -** Amount set by the State Program Administrator as the maximum dollar amount (total amount of sale) allowed for any single transaction made with the La Carte card.
* **Supervisor/Reviewer -** Individual(s) within an agency who is responsible for requesting purchasing cards for Departmental employees who make official purchases. The Supervisor is responsible for verifying that all charges against the cardholder's account are authorized and made in accordance with the program guidelines and that the transaction is supported by adequate documentation.
* **WORKS**- Web based card management and reporting system provided by Bank of America for reconciliation and reallocation purposes.

**Appendix A**

**LaCarte Enrollment Form**

**Section One: Cardholder Information:**

|  |  |
| --- | --- |
| **Employee Name-**  **(name on card)** | **LSUHSC Employee ID-** |
| **Department-** | **Social Security Number-**  **(last four digits)** |
| **LSUHSC Address -** | **Building/Room# -** |
| **Phone Number-** | **LSUHSC Email-** |
| **Default PeopleSoft Speedtype-** |  |

**Section Two: to be completed and signed by Department Head/Business Manager**

|  |  |
| --- | --- |
| **Purchasing Authority** | |
| **Single Transaction Limit (maximum $5,000)- $** | **NO CASH ACCESS** |
| **Monthly Credit Limit (maximum $40,000)- $** | **\*** |
|  |  |
| **Travel Authority** | |
| **Airfare Lodging Car Rental** |  |
| **Single Transaction Limit (maximum $5,000)- $** | **NO CASH ACCESS** |
| **\*Monthly Credit Limit (maximum $40,000)- $** | **\*monthly credit limit will be same for Purchasing & Travel (if authorized)** |

**I approve the above-named individual’s use of an LSUHSC LaCarte card.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Date Dept. Head/Business Manager Signature Title

**For office use only**

|  |  |
| --- | --- |
| Processor | Date: |

**Appendix B**

**CARDHOLDER AGREEMENT FORM—Corporate Liability Purchase Card**

The State of Louisiana (“State”) and LSU Health Sciences Center are providing you with a Corporate Liability Purchase Card. The Purchase Card must only be used for State of Louisiana official business. All acceptable charges must be in accordance with the current State of Louisiana Corporate Liability Purchase Card and CBA Policy, LSU Health Sciences Center Purchasing Policy and all current purchasing rules and regulations, if applicable. Applicable rules and policies include, without limitation, the following:

* Procurement Rules: <http://www.doa.louisiana.gov/osp/osp.htm>
* State of Louisiana Corporate Liability Purchase Card and CBA Statewide Policy
* LSU Health Sciences Center LaCarte Purchase Card Policy

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (“Cardholder”) agree that upon receipt of the Purchase Card I shall comply with the applicable rules and policies listed above, this Agreement, and any subsequent revisions to any of the foregoing.

Conditions for Use of Purchase Card:

As the cardholder, I agree to accept responsibility for all charges against the card and the protection and proper use of the Purchase Card as outlined in this Agreement and all relevant rules and policies, which I have read and completely understand. I further agree to:

1. Never use the Purchase Card for the purpose of paying vendors for allowable purchases of goods and services which are not for official state business;

(2) Never use the Purchase Card for personal purchases;

(3) Never allow others to use the Purchase Card or use my card;

(4) Always obtain and submit all original receipts, invoices and other necessary documents for each transaction as well as verify the charges on the Purchase Card and to submit such charges for approval, dispute, credits and/or fraud processing; and

(5) Always reconcile purchases within the State/LSUHSC prescribed timelines, but in no instance later than 15 days past the statement date. I understand and agree that LSUHSC will monitor the use of the Purchase Card and that I will be personally liable for any unauthorized use thereof.

Penalties for Misuse of Purchase Card:

I acknowledge and agree that I understand that in the case of my willful or negligent default of my obligations under this Agreement, the State/LSUHSC has the following rights, to the extent authorized by law:

1. **To payroll deduct any unauthorized charges in accordance with LSU Health Sciences Center Purchase Card Policy, until all unauthorized charges are paid in full.**
2. The State/LSU Health Sciences Center may pursue any remedy for the recovery of unpaid amounts, including referring of unpaid amounts to an attorney for collection.
3. The State/ LSU Health Sciences Center may impose any appropriate corrective or disciplinary action permitted, including cancellation of card privileges and or up to termination and possible criminal charges, under applicable law.

Lost Purchase Card:

If the Purchase Card is lost, stolen, or compromised in any manner, I shall immediately notify LSU Health Sciences Center’s program administrator and the bank issuing the Purchase Card.

Return of Purchase Card:

Upon notification of my transfer from LSU Health Sciences Center, change in duties, termination of employment, suspension, retirement or cancellation of my Purchase Card privileges, I agree to notify LSU Health Sciences Center’s program administrator and to promptly return the Purchase Card to LSU Health Sciences Center’s program administrator.

**Cardholder:** Employee ID#\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: Phone:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department/Section E-Mail:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approving Authority:**

Signature: Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: Phone:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department/Section: E-Mail:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Appendix C**

**LSU Health Sciences Center**

**La Carte MAINTENANCE**

Cardholder’s name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee ID \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Please print name as it appears on card)*

Cardholder

Dept. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Acct # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name Change**

|  |  |
| --- | --- |
| **NAME CHANGE** | |
| Name as it appears (please print) | Correct name (please print) |
|  |  |
|  | Correct SSN: |

**Card Replacement**

|  |
| --- |
| **CARD REPLACEMENT** |
| [ ] Lost [ ] Stolen [ ] Embossing error [ ] Mutilated |
| Comments |

**Cancellation/Reinstatement**

|  |
| --- |
| **CANCELLATION/REINSTATEMENT** |
| [ ] Cancellation [ ] Other [ ] Reinstatement |
| Comments |

**Budget Number Transfer**

|  |
| --- |
| **ACCOUNT NUMBER TRANSFER** |
| From account # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to account # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Sponsored Program Accounting |

Departmental approval: Printed name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail add. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_ /\_\_\_\_\_/200\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Processor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_/\_\_\_\_\_/200\_

**Appendix D** COMMERCIAL CARD CLAIMS STATEMENT OF DISPUTED ITEM

|  |  |
| --- | --- |
| **Instructions:** | * **Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant.** * **If assistance from Bank of America is required, please complete this form.** * **Mail completed form with required enclosures within 60 days from the billing close date to:** |

**Bank of America ­– Commercial Card Services Operations**

**P. O. Box 53101**

## Phoenix, AZ 85072-3101

or  
FAX (888) 678-6046

|  |  |  |
| --- | --- | --- |
| Company Name: |  | |
| Account Number: |  | |
| Cardholder Name: | |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| This Charge appeared on my statement, billing close date: | | | | |  | | |
| Transaction Date: |  | | | | | | |
| Reference Number: | | |  | | | | |
| Merchant Name/Location: | | | |  | | | |
| Posted Amount: | |  | | | | Disputed Amount: |  |
| Original Sales Slip Requested: \_\_\_\_Yes \_\_\_\_No | | | | | |  |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

# Please Check Only One

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1.\_\_\_\_\_ | | | **Unauthorized Transaction:** I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction. | | | | | | |
| 2.\_\_\_\_\_ | | | **Charge Amount Does Not Agree With Order Authorizing the Charge:** The amount entered on the sales slip was increased from $\_\_\_\_\_\_\_\_\_\_ to $\_\_\_\_\_\_\_\_\_\_. I have enclosed a copy of the unaltered sales slip. | | | | | | |
| 3.\_\_\_\_\_ | | | Merchandise or Services Not Received: I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was \_\_\_\_\_\_\_\_\_\_. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.) | | | | | | |
| 4.\_\_\_\_\_ | | | **Defective or Wrong Merchandise:** I returned the merchandise on \_\_\_\_\_\_\_\_\_\_ because it was (check one):  \_\_\_\_\_ defective; \_\_\_\_\_wrong size; \_\_\_\_\_wrong color; \_\_\_\_\_wrong quantity.  (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.) | | | | | | |
| 5.\_\_\_\_\_ | | | **Recurring Charges After Cancellation:** On \_\_\_\_\_\_\_\_\_\_ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America account has been charged \_\_\_\_\_ time(s). (Please enclose a copy of the merchant’s confirmation of your cancellation request.) | | | | | | |
| 6.\_\_\_\_\_ | | | **Recurring Charges Already Paid by Other Means:** I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.) | | | | | | |
| 7.\_\_\_\_\_ | | | **Credit Appears as a Charge:** The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account. | | | | | | |
| 8.\_\_\_\_\_ | | | **Credit From Merchant Not Received:** I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.) | | | | | | |
| 9.\_\_\_\_\_ | | | **Hotel Reservation Cancelled:** I made a reservation with the above hotel which I later cancelled on \_\_\_\_\_\_\_\_\_\_ (date) at \_\_\_\_\_\_\_\_\_\_ (time). I received a cancellation number which is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.  \_\_\_\_\_ I was not given a cancellation number.  \_\_\_\_\_ I was not told at the time that I made the reservation that my account would be charged for a “No Show”.  \_\_\_\_\_ I was not informed of the cancellation policy. | | | | | | |
| 10.\_\_\_\_ | | | **Double or Multiple Charges:** My Bank of America Commercial Card Account has been double charged. The valid charge appeared on \_\_\_\_\_\_\_\_\_\_ (date). The duplicate charge(s) appeared on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | | | | | | |
| 11.\_\_\_\_ | | | **Do Not Recall the Transaction:** The statement has an inadequate description of the charge. Please supply supporting documentation. | | | | | | |
| 12. \_\_\_ | | |  | | | | | | |
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|  | **Appendix E**  Prior approval form and sign in sheet required for all on-campus meals | | | |  |  |  |  | |
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**Appendix F**

